

Key Account Manager UK - Intralogistics

Fulltime | United Kingdom (Birmingham–Nottingham–Northampton triangle), Great Britain

#Job Summary

We are seeking an experienced and dynamic Key Account Manager to join our team and take responsibility for developing and maintaining relationships with key clients and prospects in the United Kingdom and Ireland. The primary focus of the role is to drive the technical and commercial success of Dürkopp Fördertechnik (DFT) Intralogistics solutions, tailored to meet the needs of prominent customers in the region, such as Marks & Spencer, Next, Sainsbury's, Nike UK, Inditex (Zara) and more. Dürkopp Fördertechnik (DFT) is a 100% subsidiary of KNAPP. The position combines technical sales expertise with relationship management at very senior customer level and requires close collaboration with a local engineer in a UK-based office (nearby Leicester, region West Midlands) as well as with the team at our DFT headquarters in Bielefeld, Germany.

#Key responsibilities

Customer Relationship Management

- Maintain existing and develop long-lasting relationships with new customers, prospects and industry stakeholders
- Serve as the primary point of contact for key accounts, ensuring a high level of customer satisfaction

Business Development

- Identify and pursue new business opportunities within the UK and Irish markets
- Expand the DFT customer network and establish long-term partnerships with potential clients

Technical Consultation and Project Management Support

- Collaborate with customers to identify technical requirements and propose tailored intralogistics solutions
- Manage and oversee intralogistics projects, ensuring alignment with customer expectations, budgets, and timelines
- Work closely with the local engineer to deliver technical support during the sales and implementation process
- Active involvement in Service, Retrofit and process improvement opportunities

Sales Strategy and Reporting

- Develop and execute sales strategies to achieve defined targets
- Prepare regular sales forecasts, reports, and updates for management

Cross-functional Collaboration

- Partner with the technical and sales teams at the Bielefeld headquarters and KNAPP to align on product offerings and project execution
- Stay updated on industry trends and technological advancements to maintain a competitive edge

#Education & Experience

- Degree in engineering, business, or a related field, or equivalent technical qualifications
- Proven experience in technical sales, key account management, or a similar role in the intralogistics or automation industry

#Skills & Knowledge

- Strong understanding of intralogistics systems and technical concepts (e.g., conveyors, sensors, automation solutions)
- Minimum of 5 years experience in producing concepts and process flows for integrated automated MHE solutions with a strong track record to successful implementation and handover
- Proven experience with widely recognized UK contract forms such as MF/1
- Experience in creating and maintaining relationships with decision-makers to invest in highly automated systems.
- Excellent interpersonal and communication skills, with the ability to build trust and rapport with diverse stakeholders
- Proficiency in project management and a customer-focused approach
- Fluency in English is required; additional German skills are an advantage
- Travel in the UK and Ireland, at least every 2 months for 2 days business trip to the DFT headquarters in

Germany

#What we offer

- A challenging and rewarding role in a fast-growing, innovative industry.
- Opportunities for professional growth and career advancement.
- A supportive team environment with a local office and strong collaboration with the headquarters in Germany.
- Competitive salary and performance-based incentives.

#Company benefits

- KNAPP will contribute up to 6% pension
- Private healthcare, including optical, dental and hearing cover
- Life Assurance
- Cash-back Health care scheme, including private medical excess cover
- Benefit portal offering lifestyle discounts, including a training portal
- Employee assistance programme
- Ride-to-Work
- Employee referral scheme
- Employee of the Quarter awards

#About the application process

- First online interview will be held with DFT headquarters in Germany
- The second interview are conducted in cooperation with KNAPP UK
- The contractual partner will be KNAPP UK